

# agineo



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Ashwin Gaidhani

## Overview

agineo is headquartered in Aachen, Germany. It has around 500 employees across five countries in Europe. In FY24, the company generated €50 million in revenue, with IT Consulting as its largest segment. Being a pure-play ServiceNow partner, agineo differentiates itself from global competitors that may offer a broader suite of services but lack the required expertise. agineo has deep consulting and implementation expertise, tailored to meet the unique demands of each client, as showcased in its engagements in different industries, particularly among the public sector clients, and its unique client-specific applications.

## Strengths

**Certified resources and services:** agineo’s commitment to excellence is evident in its array of ServiceNow certifications. The company boasts of a team of experts certified in various domains, ensuring clients benefit from the highest standards of service delivery. These certifications encompass areas such as application development, implementation and system administration, highlighting agineo’s dedication to maintaining a deep and current understanding of the ServiceNow platform.

**Functional ESM on Now:** agineo has consolidated its position as a Premier ServiceNow Partner, offering a comprehensive suite of capabilities and customer-centric solutions. The company’s expertise spans various ServiceNow modules,

including ITSM, ITOM and CSM. Its team of certified professionals ensures clients receive tailored solutions that align with their unique business objectives.

**GenAI on Now:** Practical applications of the Now Assist tool are to be found in CSM. By leveraging generative AI (GenAI), the tool can autonomously handle routine inquiries, allowing human agents to focus on complex issues. The use of GenAI in this area has led to significant improvements in service efficiency and customer satisfaction.

## Caution

agineo has expanded its European clientele considerably, including accruing large deals with organizations such as The Federal Information Technology Centre and companies such as Enercon, MTU, Siemens and Die Autobahn. The company can leverage these client references to develop vertical-specific use cases.